

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



The Division celebrated America Recycles Day on Saturday, November 15, by conducting sixteen events throughout the County to raise awareness about recycling, waste reduction, and buying recycled products. Included in the day's events were two paper shredding and household goods and clothing donation events in partnership with the Upcounty and East County Regional Services Centers. 2,125 residents attended the events.

***MONTHLY REPORT
NOVEMBER 2008***



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2009 began July 1, 2008.)

FACILITY	Nov FY09	FY09 Total	Nov FY08	Nov FY07
Materials Recovery Facility ⁽¹⁾	6,412 tons	34,617 tons	8,118 tons	8,773 tons
Brunswick Landfill Facility ⁽²⁾	14,471 tons	97,863 tons	20,282 tons	20,102 tons
Resource Recovery Facility ⁽³⁾	41,053 tons	237,843 tons	44,976 tons	49,659 tons
Yard Trim Compost Facility	18,487 tons	31,122 tons	13,717 tons	17,755 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During November, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in November;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for November 2008 totaling \$1,126,752.40 (a decrease of \$399,040.59 below November 2007);
- Updated the Aging Report (30-day arrearage was \$21,475.00 as of December 9, 2008);
- Reconciled November 2008 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with implementation of the License Database system; and
- Continue FY10 budget preparation and rate calculation.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – The next meeting is on Tuesday, December 9, 2008.

Solid Waste Advisory Committee (SWAC) – The SWAC meeting was held on Saturday, November 15, 2008 at the Recycling Center in Derwood, MD. Peter Karasik, Section Chief of Central Operations of the Division of Solid Waste Services, presented the members of SWAC with an overview of the procedures and operations of the Recycling Center and Transfer Station. A tour of the entire Transfer Station followed. The next meeting will be held on Tuesday, January 13, 2009.

COLLECTIONS

Resident Missed Collection Complaints:

November 2008	87
November 2007	113
Difference	-26

Call Center:

Calls received	4,761
E-mails received	1,173
Voicemails received	180
Bulk trash requests	1,311
Scrap metal requests	1,324
Blue bin requests	915
Blue cart requests	248

Public Outreach:

- **Survey Cards:**

The Public Service Workers distributed 1,324 survey cards in November and received 4.7% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	76%	24%	0%	0%	2%
County Staff	63%	37%	0%	0%	0%
Recycling Crews	51%	37%	9%	2%	1%

The Call Center mailed out 118 survey cards in November and received 19.5% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	81%	15%	4%	0%	0%
County Staff	81%	19%	0%	0%	0%
Recycling Crews	58%	32%	10%	0%	0%

- **Comments from Survey Cards:**

"JB (James Buhl) was helpful and respectful when I requested information about recycle bin for papers."

"The staff who answers the phones are always so nice, friendly and helpful! Great team!"

"Called and spoke to the collection supervisor. He was courteous and responsive. Thank you!"

"Prompt response to request for recycling labels."

"You are very efficient and convenient. County tree service could learn greatly from your department organization."

"Please do not leave containers in the street."

"It is very dangerous to leave containers in the road or street. This happens too frequently on our busy roads."

- **Website Survey:**

For the month of November, 62 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, crews, and collections staff:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	58%	36%	6%	0%	0%
County Staff	56%	30%	14%	0%	0%
Recycling Crews	54%	40%	5%	1%	0%

- **Comments from Website Surveys:**

"The service has been excellent. I have been very impressed."

"I just arranged to have my blue recycling bin taken away and replaced with a new bigger one. I made the arrangement on line and your guys stopped by the house as promised in the email. It was a very easy process. Thank you for being a model of municipal government efficiency."

"I have lived in Montgomery County for 12 years and feel that the services provided are good to excellent. The leaf collection is a MAJOR undertaking annually, and I am always impressed with what is accomplished. Our green signs said the collection would begin on Nov. 10, and sure enough the trucks were in the neighborhood and got to my street on Nov. 11. I think the crews work as quickly and efficiently as they can."

"Thank you for your help! Thanks again."

"Empty bins are always left in front of my mailbox instead of in my driveway, postman is not happy."

"The recycle containers on our street are always left either half in or all the way in the street! The containers are never placed back to the side of the driveway where they should be placed. Most of the time when I come home I have to stop on the street and move the containers so I can enter my driveway!"

"I was very glad to see the recycling program was expanded to include plastic bottles, containers and lids, jars, pails/buckets and food-grade tubs. Thank you."

"I will say that I am very impressed (and proud) of Montgomery County's recycling efforts, particularly the ease of recycling hazardous materials (paint, fluorescent and CFL lights, and batteries especially) and electronic equipment. I also appreciate the wealth of recycling information on your website. I am a heavy recycler from my 10 years in a Montgomery County apartment, so I look forward to receiving my blue recycling bins, which I just ordered online, so I can continue to recycle everything recyclable."

"The website is very complete and easy to navigate. I am very impressed with the ease with which I could order free supplies—in this case, "Yard Waste" adhesive labels. Thanks for providing this public service. I would love to read on the web about some examples of where our recycled collections eventually end up—where do they go—examples of products made from Montgomery County recyclables. Also, is it a revenue or cost stream for the county? Thanks!"

"It would be nice if when someone orders a NEW recycling bin, they could already have the HOUSE number on it. That would avoid confusion with neighbors thinking it's THEIR bin when it's not."

Enforcement Actions:

- Citations: 1 citation was issued under chapter 48.
 - 48-48(b) - did collect or remove solid waste which was set out for collection at the curb without consent. \$100.00 fine
- Notices of Violation: No notice of violations was issued under chapter 48.

Web Site:

The following is information gathered from the Montgomery County Solid Waste web in November 2008:

Solid Waste Services Website

Unique Visitors	40,760
Page Loads	124,777

Email List Memberships

Topic	Members
Holiday Reminder	12,532
HHW Announcements	3,334
Newsletter Helper	1,593
Facility Updates	1,031
Electronics Recycling	486
Total Subscriptions	18,976

Live Chats

Live and email follow-ups	72
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Most Popular Web Pages

1. How to recycle/dispose of...
2. Transfer Station
3. Recycling Collection Service
4. Holidays
5. Bulk Trash
6. Household Hazardous Waste
7. Plastics
8. Curbside Recycling
9. Compost Bins
10. Scrap Metal

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in November 2008 (tons)
Computers	56 tons
TVs	51 tons
Propane Tanks	2 tons
Textiles	3 tons
Construction Materials (Don't Dump – Donate)	2 tons
Vehicle Batteries	15 tons

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – We had 6,847 patrons and solidified 62 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 15 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed 1 ton of bikes in November for restoration and shipment to countries worldwide.

Paint Recycling – The HHW Program gave away 50 gallons to 5 walk-up customers.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station now has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production; 0.95 tons of SVO was shipped out for processing into bio-diesel in November.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – On November 26, the CEMS on boiler Unit 3 reported stack gas emissions exceeding permitted concentration limits for CO, NOx, HCl, and SO2. Covanta subsequently reported that this was due to a tube leak in the upper portion of the furnace which had forced a shutdown of that Unit but that the emissions during that period were within the malfunction allowance provisions of the Title V air operating permit.

Oaks Landfill Air Emissions and Energy Recovery – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks Landfill under an engineering services contract. Methane concentrations were sampled thirteen times averaging 47.8 percent by volume. Those samples were taken as follows: twice each day at both the blower inlet and flare inlet on November 7, 14 and 29, plus a duplicate on November 14. Other than the duplicate, all samples taken at least two hours apart. Gas flow rate, measured twice each day at the flare inlet on November 7, 14 and 29 averaged 1,078 scfm.

TES Contract (Weather Station) – All of the instrumentation worked normally in November. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 2.03 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – Work continues on revising existing educational materials to include information regarding the expanded plastics recycling information. In addition, staff worked closely with staff from the Department of General Services to bring the expanded plastics recycling program to all County facilities. Beginning December 1, employees and visitors to all County-owned facilities will be able to recycle the additional types of plastics that can be recycled at the curb including plastic bottles, containers, jars, tubs, lids, pails, buckets and flower pots. Educational materials are being created to provide education for all County employees. Work began on developing the winter issue of the Civic Loop newsletter that will be mailed to homeowner, civic and community associations in early January. Work has also begun on developing a series of recycling print ads that will serve as a reminder to residents about what can be recycled both at the curbside as well as at Solid Waste Transfer Station/Recycling Center. The Division celebrated America Recycles Day on November 15 by developing, coordinating and conducting sixteen events throughout the County to raise awareness about recycling, waste reduction, buying recycled products, grasscycling, and composting. In addition, the Division partnered with the Upcounty and East County Regional Services Centers to hold paper shredding and household goods and clothing donation events. The events were well attended despite the dreary weather forecasts with 2,125 residents participating throughout the day.

On-Site Composting and Waste Reduction Activities – In November, a total of 1,038 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. There were 165 compost bins distributed during the America Recycles Day events on Saturday, November 15.

Recycling Investigations Unit – Since the unit was established, 16,608 site visits and 2,464 formal investigations have been conducted. In November, 21 NOV's were issued for infringements against the recycling regulations and Chapter 48. One (1) citation was issued to a business for failure to maintain the premises by permitting solid waste to be stored outside of storage containers.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 408 on-site visits of businesses in November and participated in 6 educational events reaching 606 people. Staff resolved four complaints, delivered 1,148 desk-side recycling bins to small businesses, and responded to 86 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. Staff continues to educate businesses in the City of Rockville about the County's recycling requirements. The SORRT program held its second and final one-day Business Recycling seminar of the fiscal year on November 6 at the North Bethesda Marriott Hotel and Conference Center. A total of 30 people attended the seminar including business managers, owners, employees, property owners, managers and collectors. The winter issue of the SORRT Network newsletter was finalized and is expected to be mailed at the end of December. The SORRT team continues to conduct the annual evaluations of the recycling programs at each of the Montgomery County Public Schools (MCPS). Work is

underway to develop and provide notification regarding the upcoming due dates for the Annual Business Recycling and Waste Reduction Reports for calendar year 2008.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 258 on-site visits to multi-family properties in November to monitor the status and progress of their recycling programs. Staff participated in four multi-family resident education events and two multi-family staff education events that together reached 130 people. Staff also responded to 47 requests for information, resolved two resident concerns, and distributed 1,457 multi-family recycling bins. The TRRAC Program held a successful Multi-Family Recycling and Waste Reduction seminar on Tuesday, November 18 at the Bethesda North Marriott Hotel and Conference Center. The seminar provided education to 62 multi-family property representatives on how to establish and maintain effective recycling programs in compliance with the County's recycling regulations. Progress continued on creating a video to educate multi-family residents on recycling, waste reduction, and buying products made with recycled content. The telephone survey of multi-family property residents is underway. The results of the survey will provide DSWS with information to develop educational materials that will be beneficial to managers and residents and be effective in increasing multi-family recycling achievement. Notices regarding the February 1, 2009 deadline for submitting the calendar year 2008 Multi-family Annual Recycling and Waste Reduction Reports were mailed to all multi-family property representatives.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

Volunteer Activities – Sixty-seven volunteers provided 204 hours of their time to support recycling activities in November. One volunteer recycling block captain contributed one hour of her time disseminating information about recycling to 45 of her neighbors in Bethesda. Forty-nine volunteers provided nearly 150 hours of service talking to 2,125 residents at 16 events held throughout the County in celebration of America Recycles Day on November 15, 2008. A total of ten volunteers provided 27 hours of service on multiple days during two weekends to monitor the recycling containers on the fields at the Montgomery County Soccer Plex and to educate patrons and visitors about recycling. Four volunteers provided 12 hours of service participating in the Montgomery County Thanksgiving Day Parade in Silver Spring greeting at least 500 people. Two trained "lead" volunteers provided 6 hours of service staffing two outreach events during the America Recycles Day celebrations, allowing DSWS to expand the number of outreach events sponsored for America Recycles Day. Three volunteers helped the Division to prepare outreach materials for America Recycles Day and provided almost 9 hours of office assistance. The Recycling Volunteer Program recruited seventeen new volunteers and seven prospective volunteers in November. In addition, the program participated in one volunteer outreach event at Gaithersburg High School reaching 32 potential volunteers.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor the Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 41,053 tons, or 1,368 tons per day. Trash deliveries averaged 9,762 tons per week. The month began with unit #2 continuing its outage. The outage continued until November 13 and the unit returned to service on November 17 due to low MSW flow. Late on November 26, unit #3 was removed from service due to a fire box waterwall tube leak. Repairs were completed on November 28 and the unit remained down for the remainder of the month due to low MSW flow.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. No power was purchased during the month.

The following environmental activities occurred:

- Submitted the October 2008 Water Supply Monthly Operating Report to MDE.
- Submitted the final report for the annual stack testing to MDE. The results indicated full compliance with the Title V permit.
- Received a permit to construct the air pollution control improvements from MDE.
- Jim Wagner of MDE performed a solid waste inspection on 11/24/08. His report indicated full compliance with the refuse disposal permit.

Materials Recovery Facility (MRF) – Approximately 1,493 tons of commingled material were shipped out and approximately 4,919 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in November 2008. The sediment control pond behind the storage shed was cleaned out. A new electrical panel near pre-sort was installed. MES will conduct an environmental audit of the site in December.

Oaks Landfill – On behalf of Northeast Maryland Waste Disposal Authority (NMWDA) and the Division of Solid Waste Services (DSWS), SCS Engineers, Inc. (SCS) is proceeding with the Landfill Gas-to-Energy (LFG) Projects. The Maryland Department of Environment (MDE) issued the Air Permit to Construct on September 5, 2008. The Maryland-National Capital Park and Planning Commission (M-NCPPC) provided their approval letter with recommendations on November 14, 2008. The County Building Permit was issued on November 19, 2008. Primary activities for initiating construction will include site mobilization, preparation, and equipment delivery and staging.

Gude Landfill – On behalf of NMWDA and DSWS, SCS is proceeding with the LFGE Projects. MDE issued the Air Permit to Construct on September 5, 2008. M-NCPPC provided their approval letter with recommendations on November 14, 2008. The County Building Permit was issued on November 19, 2008. Primary activities for initiating construction will include site mobilization, preparation, and equipment delivery and staging.

DSWS and the Department of General Services, Building Design and Construction (DGS/BDC) provided SCS comments on the 90% design drawings for the Yard Trim Processing Facility, Phase 1 – Site/Civil Design. Traffic Study requirements are also being drafted for implementation during Spring 2009. SCS is to resubmit the revised rough grading plan and erosion and sediment control plan for the secondary phase of soil surcharging of the landfill within the proposed project area. DSWS/DGS/BDC is in the process of preparing an RFP or Task Order for the Phase 2 – Site Facilities portion of the project.

DSWS continues to provide information to the community and MDE regarding on-going and future proposed activities at the Landfill.

Solid Waste Transfer Station – Covanta shipped 40,331 tons of processible waste via rail from the Transfer Station to the RRF; 7,235 fewer tons than shipped in November 2007.

The inbound radiation detectors had 6 alarms – 1 alarm involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, and 4 alarms by vehicles that were identified as low levels of medical isotopes with short half-lives in trash. There was also 1 false alarm.

Transfer Station Enforcement – Enforcement actions were reduced again this month due to the temporary assignment provided to one of the transfer station inspectors and the reduced volume of vehicles utilizing the transfer station facilities. For the third month, we temporarily reassigned an inspector to assist in the licensing process to further increase the number of licenses being issued. The duties of this temporary assignment resulted in a reduced number of citations being issued by this inspector for the third month. Under Chapter 48 of the Montgomery County Code, a total of 32 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: 8 citations, 5 NOV's, and no verbal warnings issued for expired or outdated collector's tags; 17 citations, 2 NOV's, no verbal warning were issued for cardboard mixed with waste for disposal; No citations issued for illegal dumping of solid waste; No citations or NOV's were issued for operating a collection vehicle without a tight-fitting cover; and no citations or NOV's were issued for transporting solid waste into the County from areas outside of the County without first obtaining a valid permit from the County.

Site 2 Landfill Properties – Repairs continued on the barn at the Draper Farm. The farm house on this property has been rented. A requisition for water resource engineering service was completed for the remaining Site 2 ponds. A report of charges from DGS (Department of General Services) was received.

Yard Trim Compost Facility – The facility received 18,487 tons of material for composting; this compares with 13,717 tons of material received during the same period last year. No material was diverted to back-up composting facilities.

There were 3,782 cubic yards of bulk LeafGro™ were shipped this month, compared with 7,300 cubic yards for the same period last year. There were 15 cubic yards of Linden Farm Humus sold; this compares with 835 cubic yards for the same period last year.

Bagging Operation – 12,150 bags were shipped to distributors. This compares with 10,550 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In November, no 1-cubic foot bags were sold.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 11,568 tons of ash residue and 2,903 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Tuscarora, Maryland – No wood waste was shipped to Butler Tree Service. DSWS began processing large-diameter bulky wood waste at the Transfer Station in October 2007 instead of shipping it to outside contractors to be processed; this material is now recycled on-site.

Laurel, Maryland – No asphalt was shipped to The Recycling Center in Laurel, Maryland, for recycling this month.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	553,501 (FY08)
Latest Recycling Rate Reported in Montgomery County	44.3% (FY08)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY08, 74,040 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,235
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,690
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

AQA	Air Quality Action
BDC	Building Design Construction
BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
COG	Council of Governments
CY	Calendar Year
DPS	Department of Permitting Services
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
DGS	Department of General Services
FMOS	Facilities, Maintenance and Operations Section
FY	Fiscal Year
HHW	Household Hazardous Waste
LFGE	Landfill Gas to Energy
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
NMWDA	Northeast Maryland Waste Disposal Authority
NPDES	National Pollution Discharge Elimination System
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
PPM	Parts per million
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.

SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WVO	Waste Vegetable Oil